

Job Profile

Job Title: Security Manager

Location: Hillsborough Castle, Northern Ireland

Responsible To: Head of Visitor Services

Responsible For: Warden Team Leaders
Warden Team

Indirect Reports: All Hillsborough Castle Staff

Salary: £33,411 (Grade 6)

Job Profile Agreed:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Job Title	Security Manager
Purpose of this job	<ol style="list-style-type: none">1) To provide a professional, high quality security operation ensuring the safety and security of the Castle, Visitor Centre, Court House and Fort, its contents and all staff and visitors.2) To manage the performance of the Security team to a high standard, ensuring staff are fully trained and equipped to deliver the highest level of security and customer service.3) To co-ordinate the efficient and effective security operation for both back and front of house.
Main customers to this job	Tower Group Director Head of Hillsborough Castle Visitor Services Manager HRP Senior Managers, HRP Fire Safety Advisor HRP Security Advisor HRP H&S Team All Hillsborough Castle / HRP staff Contractors Members of the Public Members of the Royal Household

Members of staff in associated businesses (Royal Collection etc.)
PSNI & Emergency Services

Key areas of responsibility:

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1. Proactively manage, monitor and appraise the performance of the Warden Team Leaders, the Warden Team and their daily activities ensuring that professional security standards are consistently delivered. Ensure the Warden team is trained and all policies and procedures for security, health and safety, fire safety and emergency procedures are understood and followed.
2. Manage the security operation day to day, ensuring that a 5* level of customer care and service is consistently delivered to all internal and external customers and safe and secure environment is maintained at all times with all shifts operating in the same way- delivering a 'one team, one HRP' approach.
3. Manage the effective operation of the Control Room 24/7 including ensuring all equipment is in good working order, appropriate records are kept, procedures are followed and staffing/rostering is well-executed.
4. Ensure best practice is followed for all security responsibilities including cash handling, CCTV, lost property, surveillance, alarms, liaison with the police and emergency services and security response.
5. Work as part of the HRP 'Duty Manager' team. When rostered taking overall responsibility for operational issues, Visitor issues and managing any escalated H&S /Security incidents that may occur.
6. Review and develop all Security operational procedures and training manuals ensuring all processes are current and work for HRP 'best practise'.
7. Ensure that all staff adheres to HRP's Uniform, Health & Safety and Security Policies & Regulations.

8. Develop and continually review all systems to ensure potential risk is managed effectively.
9. Monitor and review security equipment (Radios, ISIS, CCTV, intruder alarms) including training all relevant staff at Hillsborough Castle. Act as the main point of contact at Hillsborough Castle with the equipment provider.
10. Cascade the Hillsborough diary to Warden Team Leaders to ensure all duties and responsibilities from a security perspective are meticulously managed.
11. Assist with training for new employees on safety in the workplace.
12. Ensure all Standing Orders are up to date and effectively implemented.
13. Continuously look for ways to improve personal and organisational performance and deliver operational efficiencies, develop and maintain effective working relationships with other HRP departments.
14. Ensure Security procedures /practises are delivered across all Hillsborough Castle departments.
15. Manage HR related issues, set objectives and conduct PDR's.
16. Effective Management of the Hillsborough Castle Security budget.
17. Undertake any other relevant activities which fall under the general scope of this role as directed by the Head of Hillsborough Castle, Head of Visitor Services or the Palace Director.
18. To ensure that all children/young people and vulnerable adults are safe and protected whilst onsite and to be fully aware of Safeguarding reporting procedures should an incident or concern be witnessed.
19. To maintain high standard of knowledge of the threat posed by extremist activity, organised criminality, opportunist and indeed the 'Insider threat'.

To emphasis and drive the security element of all staff, where threat assessment and analysis of all issues by all staff creates an overarching and inclusive security regime.

Core Qualities and Behaviours (HRP's Performance Framework)

In addition to your main areas of responsibility, we have identified the core qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy. These qualities/behaviours are summarized below. Further details can be found in HRP's Performance Framework. Your role is primarily at level 2 of the Performance Framework.

- Develop a climate in which your staff are capable, motivated and focussed on achieving Departmental objectives by leading them in line with HRP's Performance Framework. **(Delighting the Customer)**
- Manage yourself and others effectively through planning, organizing and anticipating problems ahead. **(Planning for Success)**
- Deliver work on time and to the high standards required, by taking ownership for outcomes, demonstrating pride in their achievement. **(Owning the Issue, Getting it Done)**
- Explore and try fresh, novel ways of doing things that are in keeping with HRP's Cause and add real value to the Organisation. **(Having the courage to try new things)**
- Continually develop expertise in key areas of your role, to ensure delivery of high quality work. **(Developing our Expertise)**
- Develop and maintain an in-depth understanding of the organisation, so that all your actions help achieve the best outcomes for HRP. **(Knowing our Organisation)**
- Work collaboratively with colleagues across functional and geographical boundaries to ensure the success of HRP. **(One Team – One HRP)**
- Lead, develop and encourage your team to succeed in their roles and to display the Qualities in the Performance Framework. **(Supporting others to Succeed)**

Other

In addition to Key Areas of Responsibility and Core Qualities

rules/standards

and Behaviours above, you are also required to have read, understood and comply with the rules/standards contained in HRP's Code of Conduct. These include rules/standards of Health and Safety. The Code of Conduct can be found in your Staff Handbook.